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OFFICE OF DEFECTS
INVESTIGATION

Lexus Division
Toyota Motor Sales, U.S.A., Inc.
19001 South Western Avenue
P.O. Box 2991
Irvine, CA 92616-2991

**2003 MY LEXUS GX 470 CERTIFICATION LABEL REPLACEMENT
SAFETY RECALL NOTICE**

Dear Lexus Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Lexus has decided that a defect, which relates to motor vehicle safety, exists in the Gross Vehicle Weight Rating (GVWR) printed on the Certification Regulation ("CR") Label located on the driver's side center pillar on certain 2003 Model Year Lexus GX 470 vehicles.

What is The Problem? Certain 2003 Model Year Lexus GX 470 vehicles may have the incorrect Gross Vehicle Weight Rating (GVWR) printed on the CR Label, which is located on the driver's side center pillar. The GVWR is incorrectly reflected on the label as 6,100 lbs. The correct GVWR should be 6,000 lbs. Therefore, the certification label does not satisfy information requirements described in the standards of 49 CFR part 557.

What Will Lexus Do? To correct the labeling error, any Lexus dealer will inspect and, if necessary, replace the CR label at no cost to you. Further, because we understand that the incorrect label may raise some additional issues for you as a customer, Lexus has also developed an Owner Support Program, which is described in detail below.

What Should You Do? Please contact your local Lexus dealer to pre-order a label. Once the label arrives at the dealership, your dealer will contact you to schedule an appointment for the label replacement.

The labor time necessary for the label replacement is approximately 15 minutes. However, depending upon the dealer's work schedule, it may be necessary to make your vehicle available for a longer period of time.

Please present this notice to the dealer when you bring the vehicle in for your service appointment.

If you no longer own the vehicle, please indicate so on the enclosed postage-paid form, providing us with the name and address of the new owner.

Owner Support Program Because we understand that the incorrect label may raise some additional issues for you as a customer, Lexus has also developed the following Owner Support Program for customers who purchased or leased an incorrectly labeled 2003 GX 470 ("Owners") after December 31, 2002:

- Lexus will reimburse applicable state and local vehicle registration and title fees, if you are required to re-register and/or re-title your vehicle as a result of the label change. Your Lexus dealer will be able to assist you with any required re-registration and re-titling process after the CR label is replaced on your vehicle.
- In addition because we value our relationship with you, Lexus also will provide you with a \$1,000 Visa Debit Card good for any purchase of goods or services at any authorized Lexus dealership.

What If You Have Other Questions? Please contact any Lexus dealer or call the Lexus Customer Assistance Center at 1-800-255-3987.

If you believe that the dealer or Lexus has failed or is unable to remedy the defect within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590, or call the toll free Auto Safety Hot Line at 888-327-4238.

We have sent this notice in the interest of your continued satisfaction with our products, and we sincerely regret any inconveniences this condition may have caused you.

Thank you for driving a Lexus.

Sincerely,

LEXUS DIVISION
TOYOTA MOTOR SALES, U.S.A., INC.

**DO NOT REMOVE
THIS LABEL
FOR DEALER USE ONLY**

